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Ed. 00

OfficeServ

EasySet User Guide

02. 2008.

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INTRODUCTION

Purpose

This manual is a user's guide for OfficeServ EasySet, the management program concerned with the connection of PBX system.
This manual describes main functions, installation, all kinds of function settings, and examples of usage of the OfficeServ EasySet.

This manual includes the phased description of program from the fundamental understanding to the processes that shall be performed for the use of OfficeServ EasySet. Besides, the configuration of this manual is useful for users to select and read only the contents that they need to check. Before using the OfficeServ EasySet, users need to be familiar with this manual. Keep the notices of this manual in mind before installing or using the programs.

If you have any question or problem while using the programs of OfficeServ EasySet, contact Authorised Samsung Reseller.

Document Content and Organization

This manual is composed of 3 chapters. Each chapter is summarized as follows:

CHAPTER 1. Insallation of OfficeServ EasySet

This chapter describes the general introduction of OfficeServ EasySet, installation environment, installation procedures, and environment settings.

CHAPTER 2. Starting OfficeServ EasySet

This chapter describes the execution procedures for OfficeServ Link and OfficeServ EasySet.

CHAPTER 3. Using OfficeServ EasySet

This chapter describes how to login and use the menus of OfficeServ EasySet.

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ANNEX A. FAQ

FAQ describes troubleshooting for problems which may occur while using OfficeServ EasySet.

ABBREVIATION

The frequently used acronyms and their meanings in this manual are all collected.

Conventions

The following special paragraphs are used in this document to point out information that must be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.

WARNING

Provides information or instructions that the reader should follow in order to avoid personal injury or fatality.

CAUTION

Provides information or instructions that the reader should follow in order to avoid a service failure or damage to the system.

CHECKPOINT

Provides the operator with checkpoints for stable system operation.

NOTE

Indicates additional information as a reference.

OPERATION PROCEDURES

Indicates the operational procedures that should be executed in sequence.

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Console Screen Output

- The lined box with '`Courier New`' font will be used to distinguish between the main content and console output screen text.
- '**`Bold Courier New`**' font will indicate the value entered by the operator on the console screen.

Reference

OfficeServ Link User Guide

This manual is a user's guide for Link, the management program concerned with the connection of PBX system. This manual describes main functions, installation, all kinds of function settings, and examples of usage of the Link.

Revision History

EDITION	DATE OF ISSUE	REMARKS
00	02. 2008.	First Edition

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SAFETY CONCERNS

For product safety and correct operation, the following information must be given to the operator/user and shall be read before the installation and operation.

Symbols

Caution

Indication of a general caution.

Restriction

Indication for prohibiting an action for a product.

Instruction

Indication for commanding a specifically required action.

CAUTION

If a problem arises from the system when the OfficeServ EasySet is installed and a re-installation of the operating system is needed, you must first backup the previous data. Otherwise, you might lose all the previous data and also the settings of the OfficeServ EasySet.

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FAQ 1

ABBREVIATION

C ~ T Abbreviation-1

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CHAPTER 1

Installation of OfficeServ EasySet

This chapter describes the general introduction of OfficeServ EasySet, installation environment, installation procedures and environment settings.

1 Overview of OfficeServ EasySet

OfficeServ EasySet enables a user to configure the keyset used at their PBX station through a PC screen-based display, rather than by using the MMC(Man-Machine Code) commands via the keyset keypad.

OfficeServ EasySet provides access to most system facilities and station programming, and allows programmable buttons on the keyset to be programmed via a GUI(Graphical User Interface) complete with help text.

The application itself resides on an IIS web server, which in turn is connected to the PBX via the OfficeServ Link. The interface to the web server is via a Microsoft Internet Explorer web browser user interface.

A user can manage their own keyset via menus by logging in using their internal number after accessing the OfficeServ EasySet.
OfficeServ EasySet provides various functions that enable a user to set their required features of a keyset.
Also, a user can easily view the information of their keyset through the OfficeServ EasySet menus.

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2 Installation Environment

Check the installation environment before installing the OfficeServ EasySet. OfficeServ EasySet is to be installed on a PC that is able to communicate with the OfficeServ Link to set and retrieve the settings on stations(keysets) attached to the PBX.

The communication with the OfficeServ Link is via TCP/IP.

OfficeServ EasySet may be installed on the same PC as the OfficeServ Link, or another PC communicating with the OfficeServ Link. The OfficeServ EasySet software then provides information to the ‘clients’ via a web server(IIS) on the OfficeServ EasySet PC and the Internet Explorer browser on the ‘client’ PCs.

OfficeServ EasySet must be installed on a PC that has an operating system of Microsoft Windows 2000 Professional or later, and with an IIS Web Service provided.

To install and operate the OfficeServ EasySet, the minimum requirement specifications for the system are given below:

Table 1.1 System specifications

Item	Specifications	
Computer	CPU	Intel P III 800 MHz Minimum
	Main Memory	Above 256 MB Ram
OS	Microsoft Windows 2000	
Network	TCP/IP protocol with a fixed IP address(not DHCP)	
Web Server	IIS(Internet Information Server)	

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3 Installation of OfficeServ EasySet

The installation procedures for OfficeServ EasySet are as follows:

1) Installation of the Web Service Program(IIS)
2) Installation of the OfficeServ EasySet
3) If the OS for the OfficeServ EasySet server is MS Windows XP and the file system has been formatted as NTFS, some security options will have to be changed.

3.1 Installation of the Web Service Program (IIS)

The installation procedures for the Web Service Program(IIS) are as follows:
The IIS setup program is included in the Windows Operating System.

1) In the taskbar, click [Start] > [Settings] > [Control Panel].
Select the [Add/Remove Programs] icon.

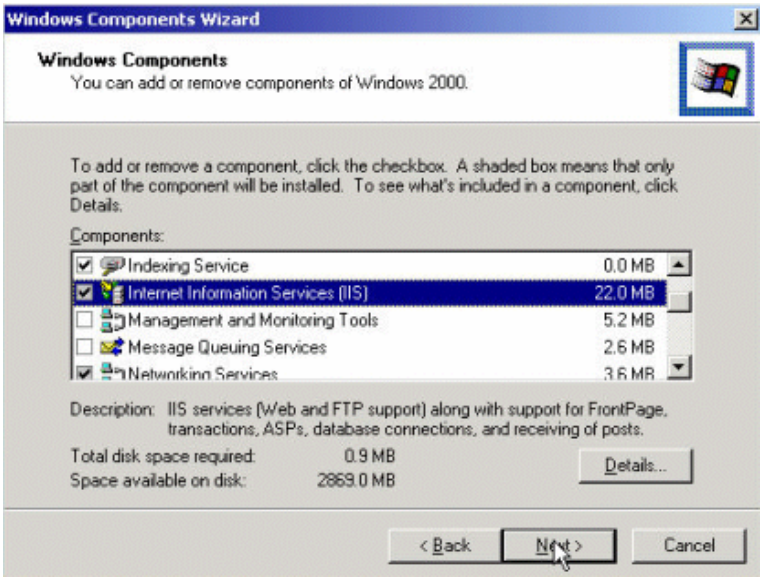

Figure 1.1 Windows Components

2) From the Windows Components Wizard, click the [Add/Remove Windows Components] button in the left-hand frame of the window. Then the Windows Components Wizard window will be displayed as given below. After selecting the 'Internet Information Server(IIS)', click the [Next] button.

3) If an 'Insert Disk' message appears during the installation, insert the Windows CD and click [OK]. Then click the [Browse] button and select the 'i386' folder.

4) The installation will proceed as the program files are copied to the system. Click the [Finish] button when the installation has completed.

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3.2 Installation of OfficeServ EasySet

After setting the installation environment for the OfficeServ EasySet, install the OfficeServ EasySet by following the steps as shown below:

> CAUTION
>
> If a problem arises from the system when the OfficeServ EasySet is installed and a re-installation of the operating system is needed, you must first backup the previous data. Otherwise, you might lose all the previous data and also the settings of the OfficeServ EasySet.

1) Execute the file ‘Setup.exe’. Then installation is started.

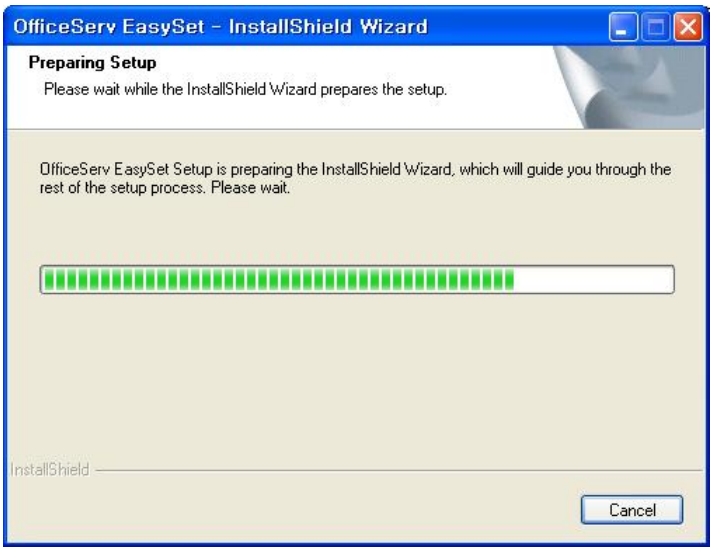

Figure 1.2 Preparing Setup

2) When the window as shown below is activated, select a country.

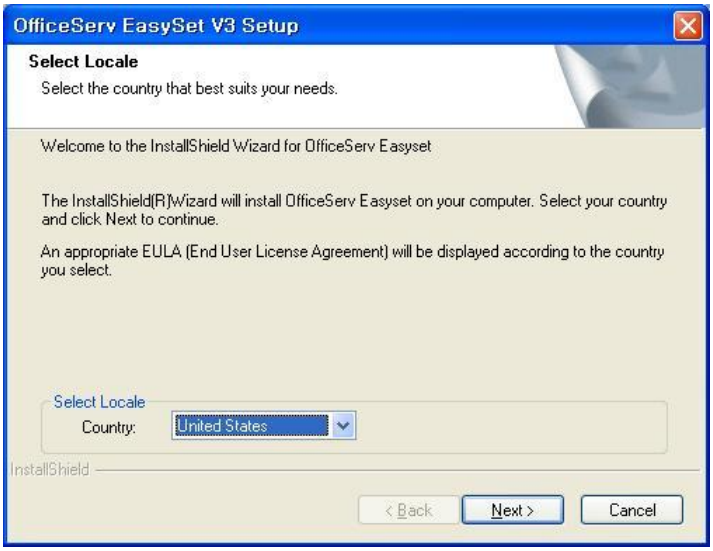

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Figure 1.3 Select Locale

4) When the window as shown below is activated, click the [Yes] button to accept the Licence Agreement conditions.

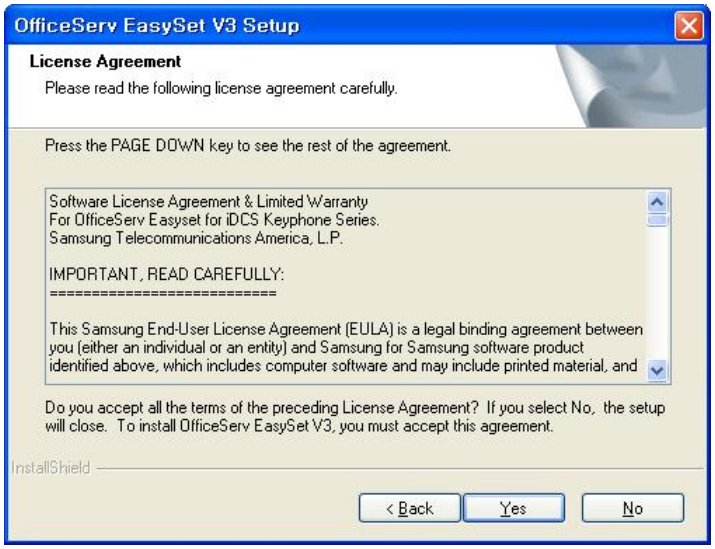

Figure 1.4 License Agreement

5) When the window as shown below is activated, click the [Next] button to accept the default location for the program folder.

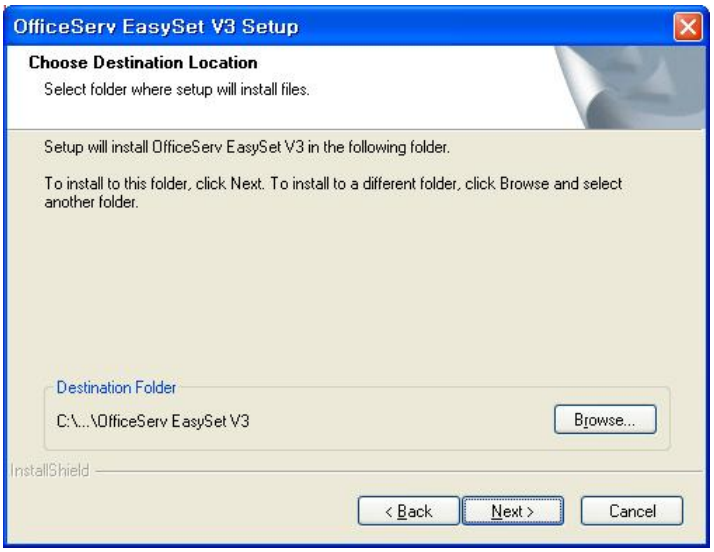

Figure 1. 5 Choose Destination Location

6) Then OfficeServ EasySet Setup installs the program files.

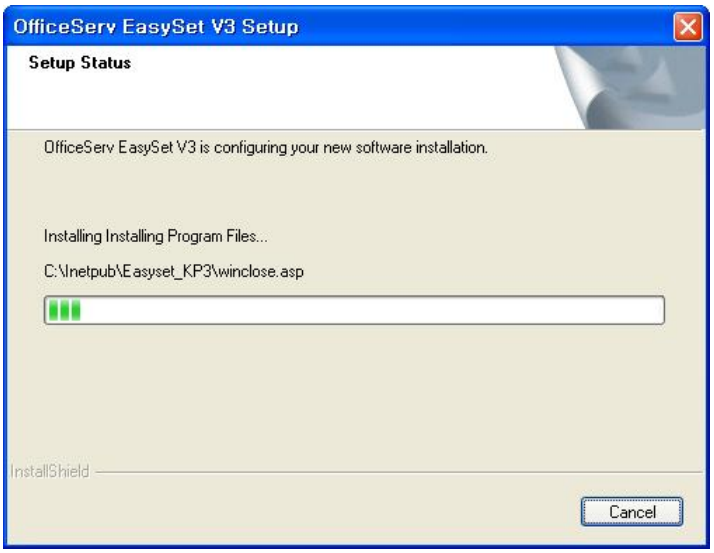

Figure 1.6 Setup Status

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7) Setup then installs and configures the other components required.

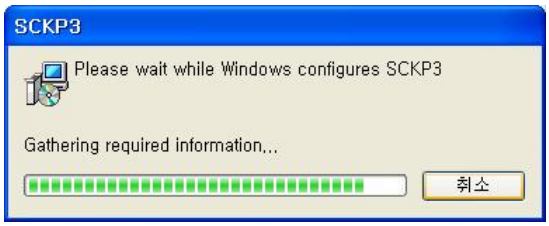

Figure 1.7 Install Component

8) Click the [Finish] button, when the installation has completed as shown below.

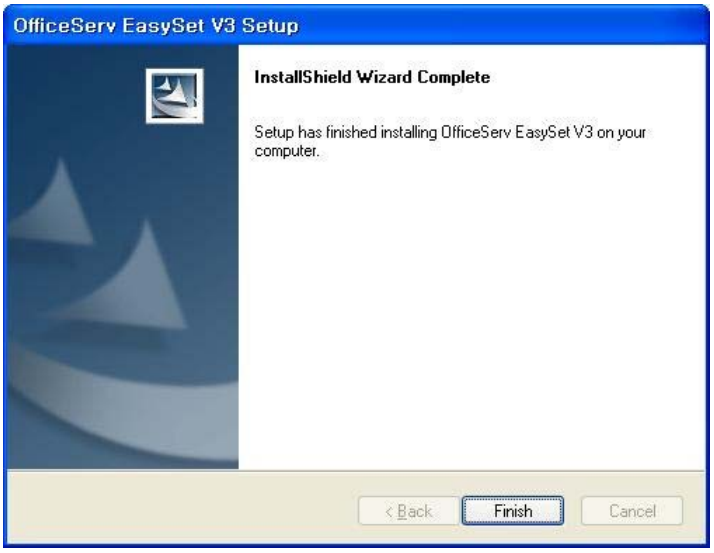

Figure 1.8 InstallShield Wizard Complete

3.3 Supplementary Confirmations

3.3.1 NTFS File System

If the file system is NTFS, some security options have to be changed below:

1) Login to the PC using the Administrator ID, allowing full access rights.
2) Open Windows Explorer and select [Tools] from the menu bar, then select [Folder Options].
   In the [View] tab, remove the check in the checkbox for the [Use simple file sharing(Recommended)].

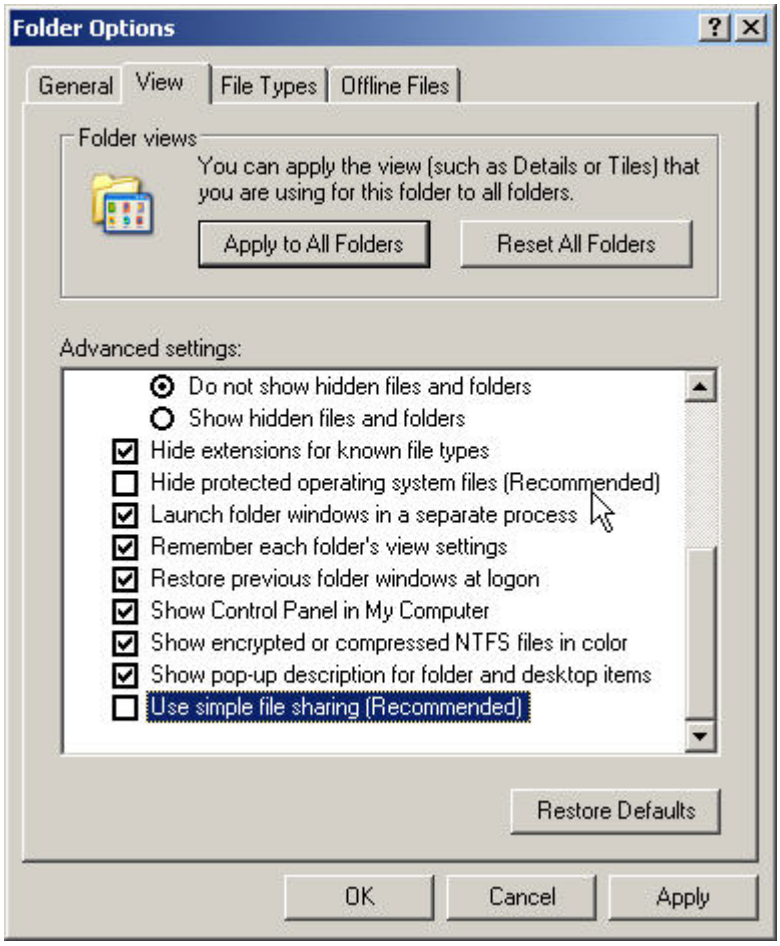

Figure 1.9 Folder Options

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3) Then view the [Security] tab in [Properties] of the required folders and files. This is done by opening the [Properties] window by right-clicking the mouse button on the ‘c\\:inetpub\Easyset_kp’ folder.
In the [Security] tab, allow Users to ‘Write’ and ‘Modify as in the example below:

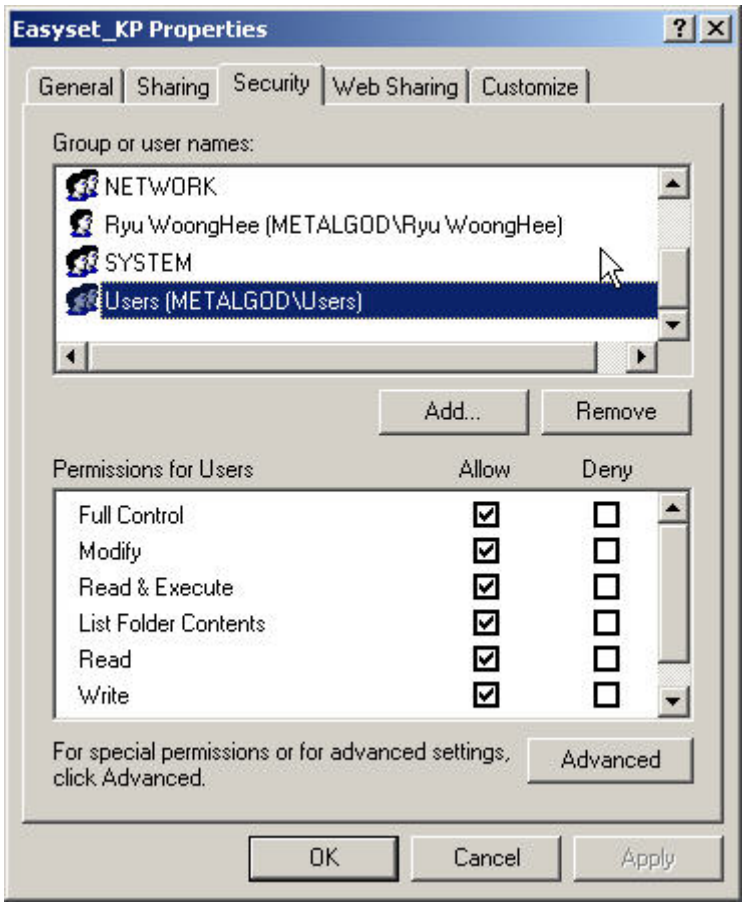

Figure 1.10 Easyset_KP Properties

4) Then restart the IIS Server from the Command Prompt or restart the PC.

```
F:\>iisreset

Attempting stop
Internet services successfully stopped
Attempting start
Internet services successfully restarted

F:\>
```

3.3.2 Windows 2003

If the operating system of Easyset server is Microsoft Windows 2003, some options have to be changed below:

1) Open [Control Panel > Administrator > Internet Information Service].
2) Click [Expand Web Service] at [Local Computer].
3) Set [Active Server Pages] to "Allow".

3.3.3 Windows Vista

If the operating system of Easyset server is Microsoft Windows Vista, some options have to be changed below:

1. Set Windows features before installing Easyset

1) Open [Start > Control Panel > Programs and Features > Turn Windows features on or off].
2) Check "ASP" in [World Wide Web Services > Application Development Features] for ASP service.

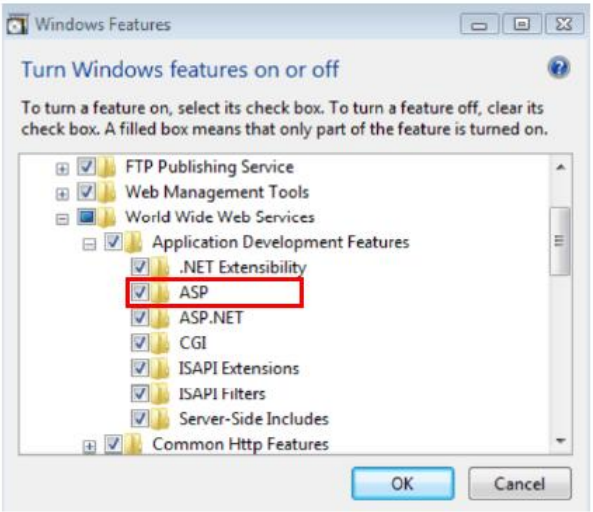

Figure 1.11 Windows Vista Properties 1

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3) Check "IIS Metabase and IIS 6 configuration compatibility" in [Internet Information Services > Web Management Tools > IIS 6 Management Compatibility] for virtual directory service.

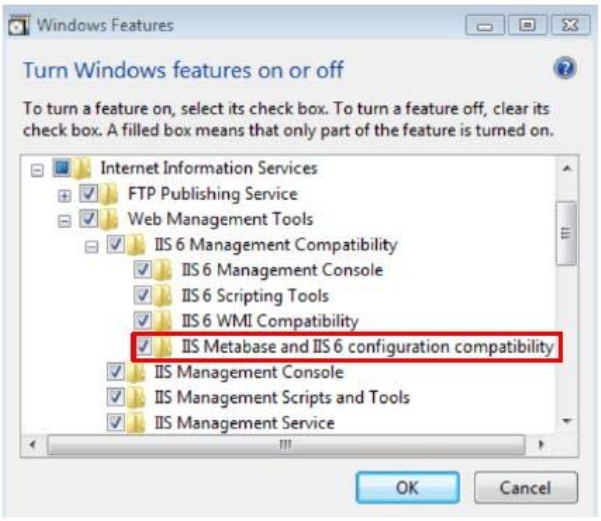

Figure 1.12 Windows Vista Properties 2

2. Turn off UAC (User Account Control) mode

1) Open [Start > Control Panel > User Accounts > User Accounts].
2) Click [Turn User Account Control on or off] menu.
3) Uncheck "Use User Account Control (UAC) to help protect your computer".
4) Click [OK] button and then PC will be restarted.

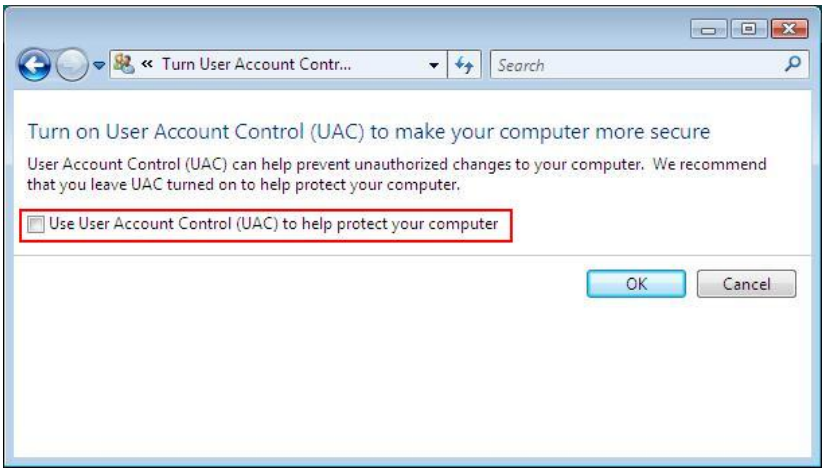

Figure 1.13 Windows Vista Properties 3

3. Set authentication of virtual directory

1) Open [Start > Control Panel > System and Maintenance > Administrative Tools > Internet Information Service (IIS) Manager].

2) Select [Web Sites > Default Web Site > Easyset] and click [Authentication] icon.

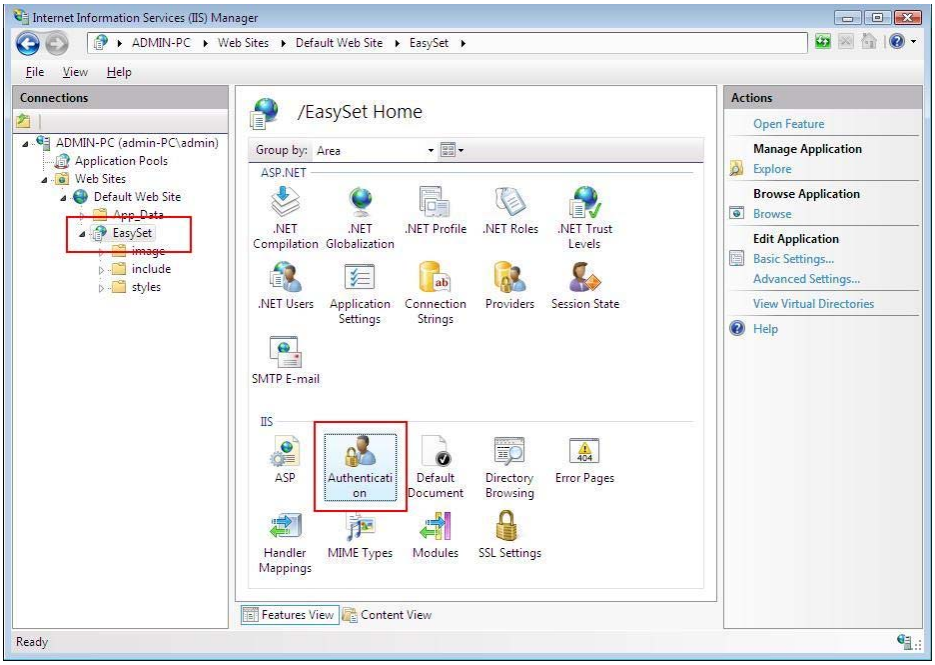

Figure 1.14 Windows Vista Properties 4

3) Click [Edit] of [Anonymous Authentication].

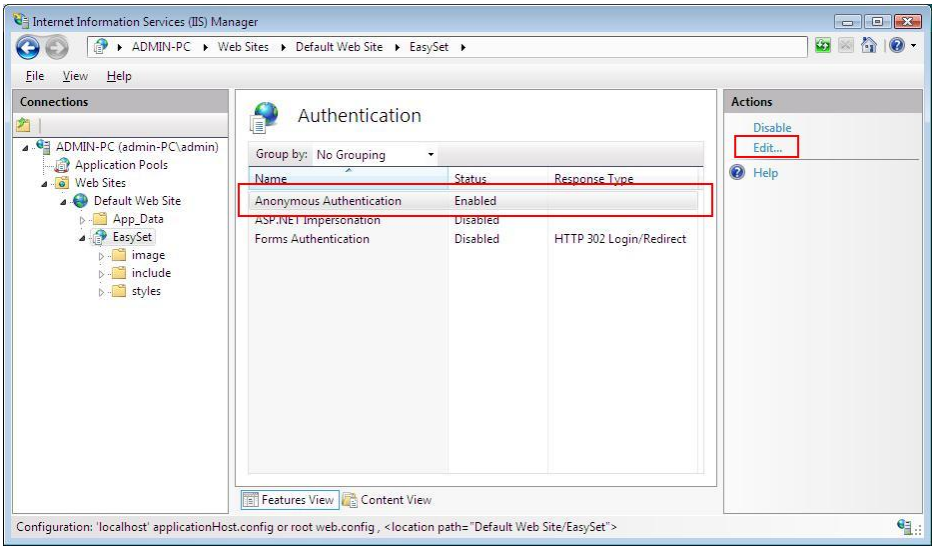

Figure 1.15 Windows Vista Properties 5

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4) Choose "Application pool identity" and click [OK] button.

Figure 1.16 Windows Vista Properties 6

4 OfficeServ EasySet Environment Settings

This section discusses how to login to set the operating environment.

4.1 Setting the Environment for OfficeServ Link

To execute the OfficeServ EasySet, first OfficeServ Link must be installed and running.

> **Setting the Environment for OfficeServ Link**
>
> To see the details of the Communication Environment, refer to the OfficeServ Link manual.

4.2 Setting the Environment for OfficeServ EasySet

The environment Installation procedures for OfficeServ EasySet are set as follows:

1) To set the IP Address of the PC hosting the OfficeServ Link, click the right-hand mouse button on the Tray Icon as shown below.

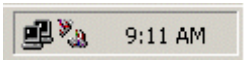

Figure 1.13 The OfficeServ EasySet Tray Icon

> **The OfficeServ EasySet Tray Icon**
>
> The Tray Icon will be displayed on the Tray Bar while OfficeServ EasySet is running.

2) Select [Setting] from the drop-down menu.

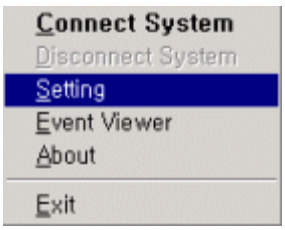

Figure 1.14 Select [Setting]

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3) Set the required IP address in the Setting Panel. This is the IP address of the PC hosting the OfficeServ Link. The default ports should be retained unless there is a compelling reason to alter them.

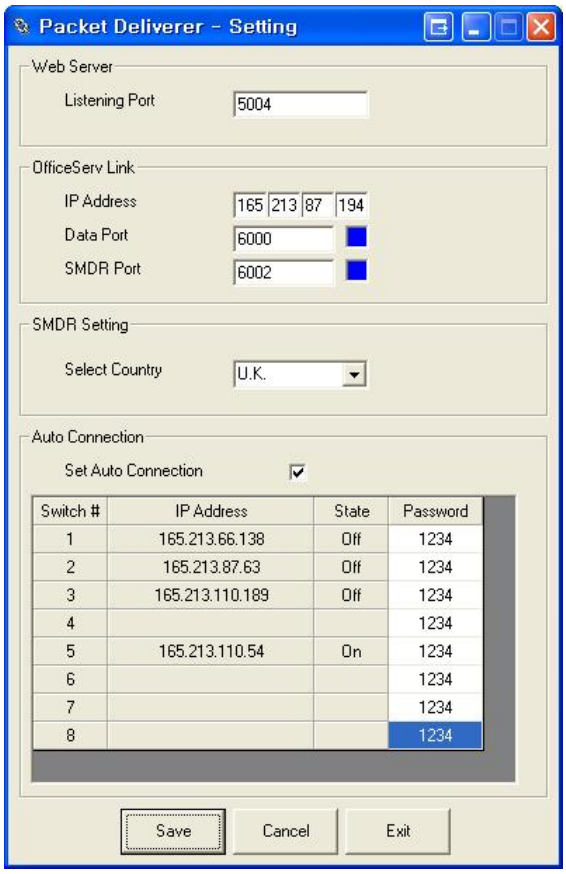

Figure 1.15 Packet Deliverer-Setting

The description for the input parameters for the Packet Deliverer-Setting window are listed below:

Frame	Item	Description
Web Server	Listening Port	Listening Port No. is used for connecting with the Web Server OfficeServ Link→Configuration Button→Listen Port No for Client Connections
OfficeServ Link	IP Address	IP Address of the OfficeServ Link
	Data Port	Listen Port No of the OfficeServ Link
	SMDR Port	SMDR Port No of the OfficeServ Link OfficeServ Link→Option Button→Message Monitor/Save Option→Use SMDR/UCD Msg Monitor→Port No
SMDR Setting	Select Country	Select your Country for the SMDR
Auto	Set Auto	Check the checkbox for Easyset to connect to system

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Connection	Connection	automatically when user excute Easyset.
	IP Address, State	The IP Address and Connection Status of switches to be registered in Config Switch Information in OfficeServ Link
	Password	Input the easyset password as set in the MMC841. The default password is “1234”.

Listening Port

If the Listening Port is changed, restart the Packet Deliverer.

Auto Connection

For Easyset auto connection, OfficeServ Link V3 must be connected to system first. If OfficeServ Link V3 has not been connected to system during 9 sec, trying auto connection of Easyset will be stopped.

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CHAPTER 2

Starting OfficeServ EasySet

This chapter describes the execution procedures for the OfficeServ Link and OfficeServ EasySet.

1 Executing OfficeServ Link

The execution procedures for the OfficeServ Link are as follows:

1) Start the OfficeServ Link window is activated as shown below.

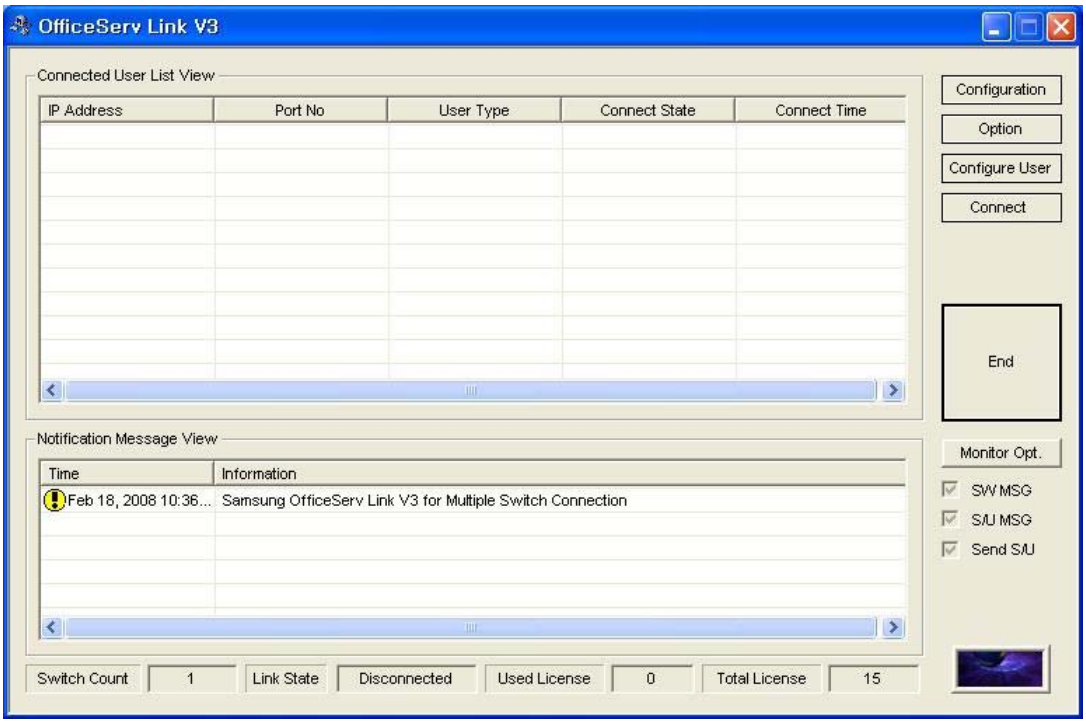

Figure 2.1 OfficeServ Link

2) Click the [Connect] Button to get the Linker to connect to the switch. The time required to start the OfficeServ Link is about 1~3 Seconds.

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3) When the 'All Services are running successfully' message is shown on the Notification Message View panel, the OfficeServ Link has started successfully.

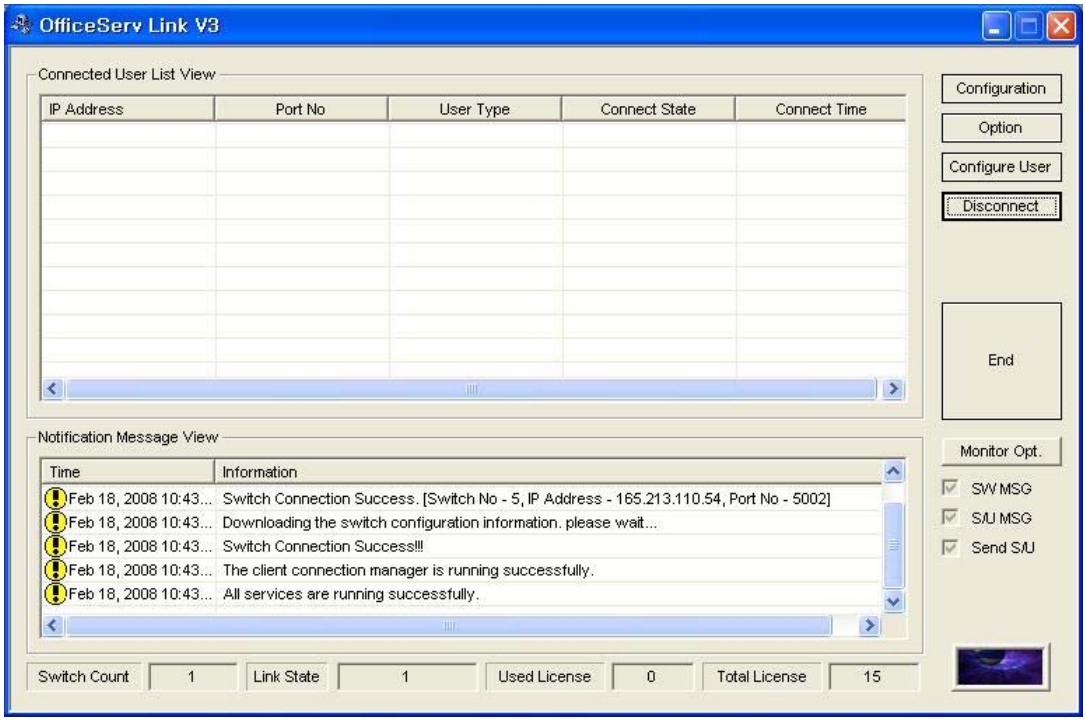

Figure 2.2 OfficeServ Link_Connect

The OfficeServ Link manual should be consulted to setup and configure the OfficeServ Link clients.

NOTE

OfficeServ Link License

In OfficeServ Link License, Easyset service has to be enabled.

NOTE

OfficeServ Link User List

Easyset server has to be registered in User List of OfficeServ Link.

NOTE

OfficeServ Link Switch Information

Confirm the Switch list and connection status in OfficeServ Link. Easyset will connect to the connected switches.

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2 Executing OfficeServ EasySet

The execution procedures for the OfficeServ EasySet are as follows:

1) Double click the EasySet icon on the desktop and then the EasySet Tray Icon is created as shown below.

Figure 2.3 The OfficeServ EasySet Tray Icon

NOTE

OfficeServ EasySet Auto Connection

If auto connection was set and it is done succesefully, user can skip the next steps for connection.

2) Click the right-hand button of the mouse on the tray icon and select the [Connect System] option.

Figure 2.4 Connect System

3) Input the password and click the [OK] button.

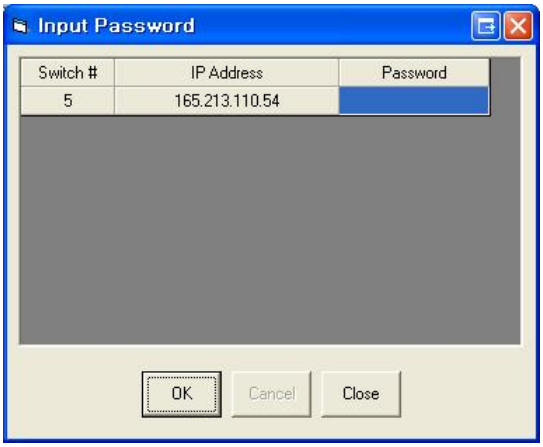

Figure 2.5 Input Password

OfficeServ EasySet Password

The password for OfficeServ EasySet is the system password as set in the MMC841.The default password is 1234.

4) If the Tray Icon is displayed as shown below(with joined chain links), then OfficeServ EasySet service has started successfully.

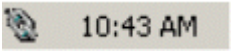

Figure 2.6 The OfficeServ EasySet Tray Icon_ joined chain links

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CHAPTER 3

Using OfficeServ EasySet

This chapter describes how to login and how to use the menus of the OfficeServ EasySet.

1 Logging into OfficeServ EasySet

The login procedure for the OfficeServ EasySet is as follows:

1) Activate Microsoft's Internet Explorer so that it can be used as the user interface for the login and configuration.

2) After starting the web browser, the address of the OfficeServ Easyset Server will need to be entered-this can be done by either entering the server's IP address or the server name. You will need to determine these before connecting to the server.

   From Internet Explorer enter the URL address of the installed program into the URL input field and press the [Enter] key.
   (e.g) http://localhost/EasySet OR http://<Server IP address>/EasySet

3) When successfully connected to the OfficeServ EasySet, the default page will be activated as below:

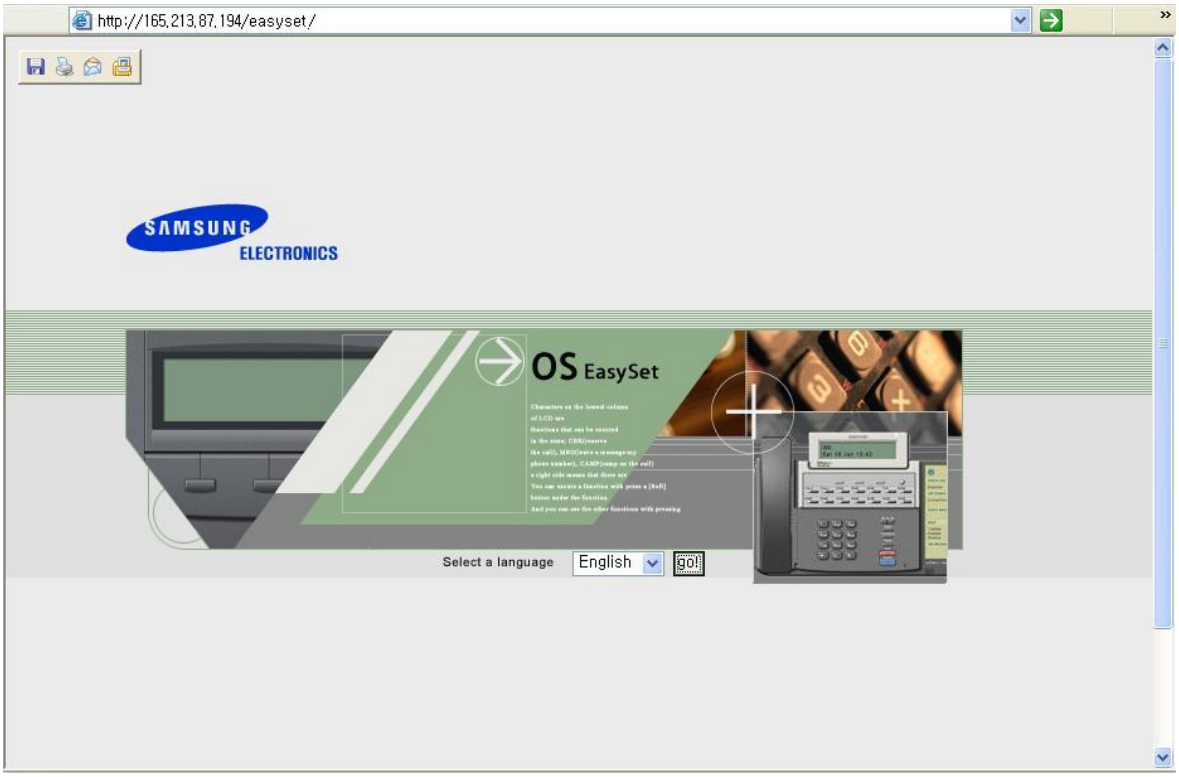

Figure 3.1 OfficeServ EasySet

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4) Select the required language via the dropdown box and press the [Go!] button. The login page will be activated as below:

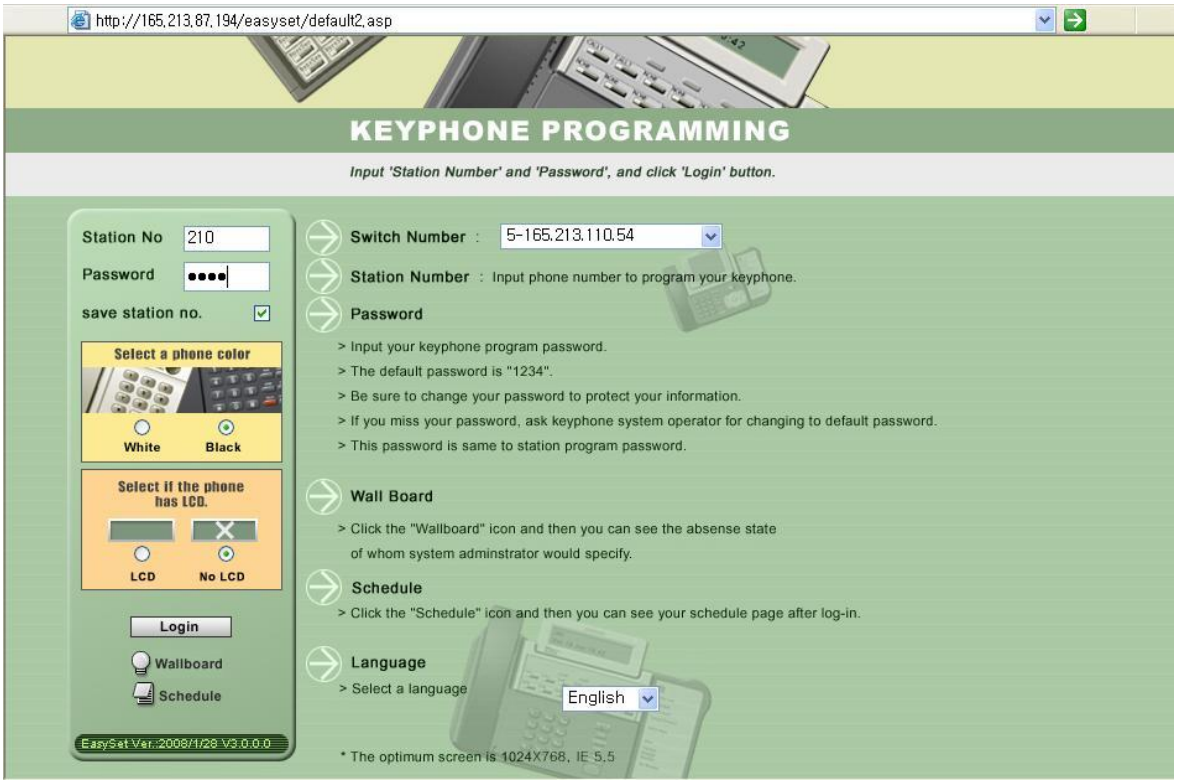

Figure 3.2 Login

5) Select Switch Number and enter your Station Number and your password(default is 1234). Choose the parameters relating to your phone-color, LCD or no LCD, and then click on the [Login] button.

6) The following main page will be displayed. The type of keyset in the browser panel will correspond to the keyset used at your station.

Figure 3.3 Main page

Click the ▶ button then the following additional menus will be displayed.

Figure 3.4 Menu

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2 Using the OfficeServ EasySet

This section describes how to use the menus related to the OfficeServ EasySet.

2.1 Station Lock

This feature allows you to lock your station against unauthorized use during your absence.
The station lock feature may not be available to you, based on the Class Of Service allocated to your station. Please refer to your System Administrator.

Select the [Station Lock] menu from the main page, then the <Station Lock> window appears as below:

Figure 3.5 Station Lock

After selecting one of the three option radio buttons, click the [Set] button.

Item	Description
Unlocked	Unlock a locked station
Locked Out	Prevent access to the external trunk lines to make telephone calls. However, answering incoming calls is still possible
Locked All	Prevent calls from being made or received at your station

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2.2 Password

Your station password is used to login to the OfficeServ EasySet and change the various program settings for your station. The default value is '1234'.
Be sure to change your password to protect your program settings. If you forget your password, ask your System Administrator to reset your password to the default password.

Select the [Password] menu from the main page, then the <Change Password> window appears as blow.

Input a new password in the first field and then retype the same new password again in the second field to confirm it. Finally, click the [Set] button to change to the new password.

Figure 3.6 Change Password

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2.3 Call Forward

This allows you to program the call forward destinations for your station.
The forward destinations can be internal stations, station groups, or external numbers
The Forward feature or forwarding to external numbers may not be available to you, based on the Class Of Service allocated to your station. Please refer to your System Administrator.

Select the [Call Forward] menu from the main page, then the <Call Forward> window will be displayed as given below. After inputting the call forward type(the Assigned Feature) and telephone number, click the [Set] button.

When programming to external numbers insert the trunk access code before entering the telephone number.

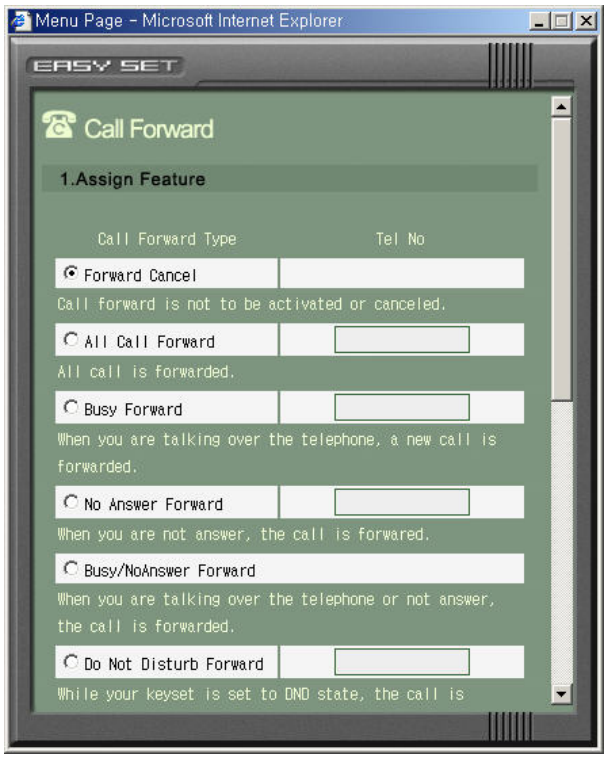

Figure 3.7 Call Forward

2.4 Station Name

This allows you to enter an 11-character string name for display to an internal party calling from an LCD station.

Select the [Station Name] menu from the main page, then the <Station Name> window will be displayed as given below. Input the required station name, and then click the [Set] button.

Figure 3.8 Station Name

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2.5 Speed Dial

This allows you to program personal speed dial locations for your station.
Each station may have up to 50 locations(or bins) assigned to it - these speed dial bins are numbered 00~49.

Select the [Speed Dial] menu from the main page, then the <Speed Dial> window will be displayed as given below. After inputting the speed dial name and telephone number, click the [Set] button.

Each speed dial number consists of a trunk or trunk group access code and up to 24 digits to be dialed. These dialed digits may consist of 0~9, * and #.
You can also program an 11 character string name for each speed dial number.

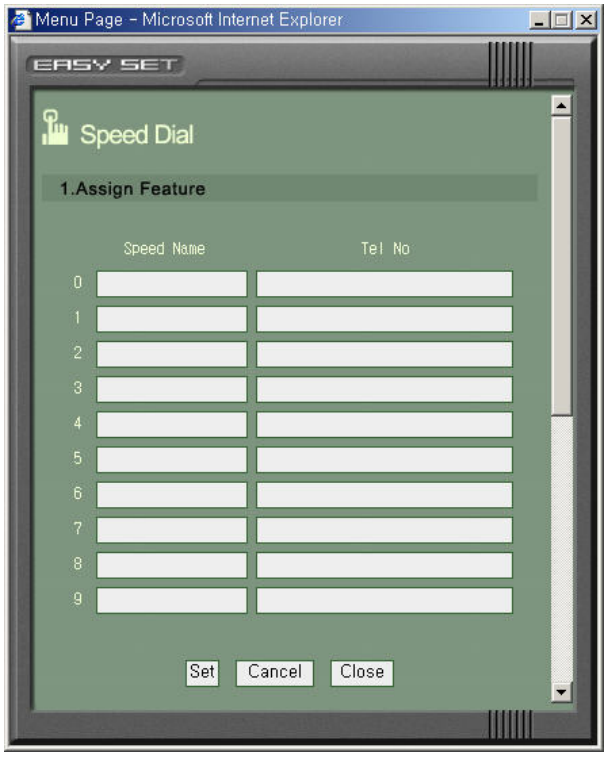

Figure 3.9 Station Speed Dial

2.6 Date Display

This allows you to select the date and time display mode on your station LCD.

Select the [Date Display] menu from the main page, then the <Date Display> window will be displayed as given below.

There are two option formats for the Date : Format 1(MM/DD DAY HH:MM), and Format 2(DAY DD MON HH:MM)
There are also two option formats for the Time : 12 Hour and 24 Hour
The character format can be either Upper Case or Lower Case.

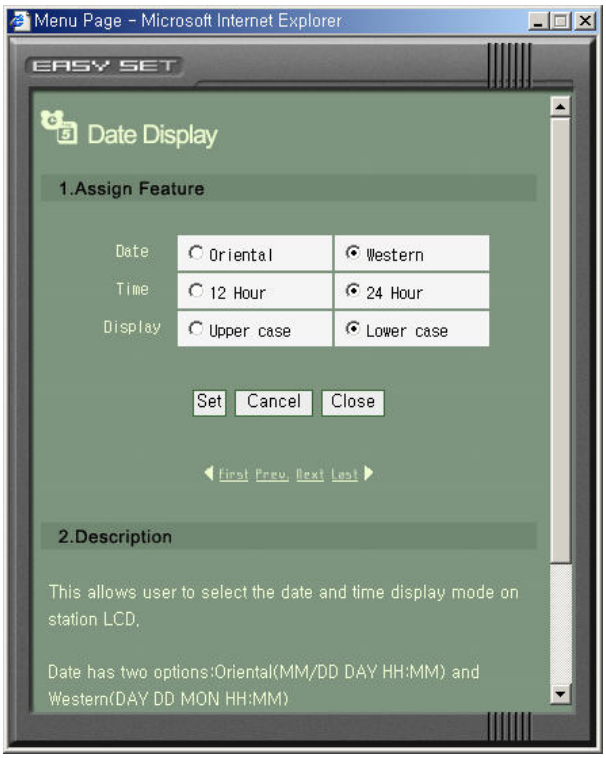

Figure 3.10 Date Display

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2.7 PGM Message

This allows you to set or cancel a programmed message.
Programmed messages can be used to advise of your status to internal callers to your station. The programmed message will appear on their station LCD.

Up to 15-programmed messages are available system wide and 5 personal messages can be programmed. Each message can be a maximum of 16 characters.

Select the [PGM Message] menu from the main page, then the <Programmed Message> window will be displayed as given below. After selecting one of the radio button options, click the [Set] button.

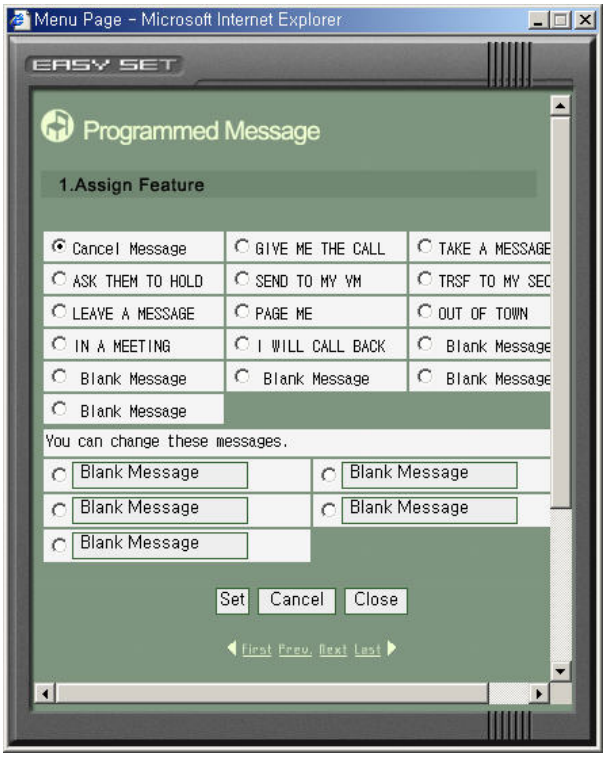

Figure 3.11 Programmed Message

2.8 Alarm

This allows you to set or change the alarm clock/appointment reminder feature.
Up to 3 different alarms are available.
Each alarm can have a message of up to 16 characters. The alarm message is displayed on a station LCD when an alarm rings.

Select the [Alarm] menu from the main page, then the <Alarm Reminder> window will be displayed as given below.

There are three Alarm settings: NotSet, Today, and Daily.

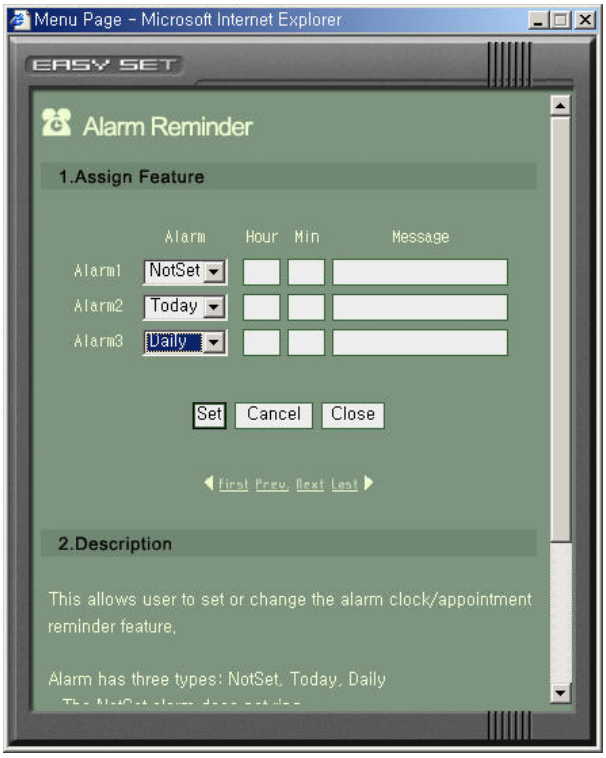

Figure 3.12 Alarm Reminder

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2.9 Send MSG

This allows you to send a message to another station user.
The maximum length of a message is 80-characters.

There are four menus in the [Send MSG] menu, which are Message, Inbox, Outbox, and Depository.

2.9.1 Message

Select the [Send MSG] menu from the main page, then the <Message> window will be displayed as given below. After inputting the intercom call number and message, click the [Send] button.

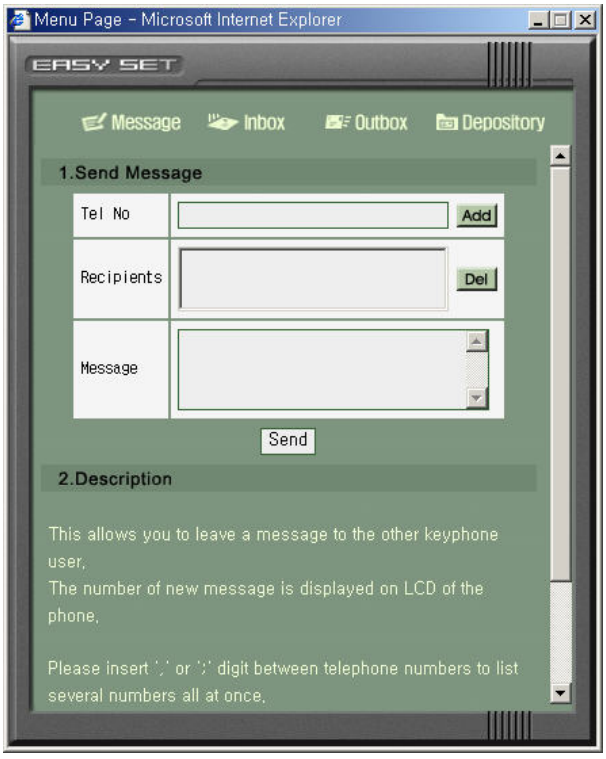

Figure 3.13 Message

If the INFDSP key of the received phone is set to 'ON', the latest received message will be displayed on the LCD of the phone.
You can assign an INFDSP key to the key extender by clicking the extend button in the EasySet. The assigned INFDSP key is a toggle button.

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2.9.2 Inbox

Select [Send MSG]→[Inbox] from the main page, then the <Inbox> window will be displayed as given below.
You can see up to twenty received messages in the Inbox.

Figure 3.14 Inbox

To delete messages, check the relevant message boxes and click the [Delete] button.
To save a message in the Depository, click the [Dep] button corresponding to the message.

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2.9.3 Outbox

Select [Send MSG]→[Outbox] from the main page, then the <Outbox> window will be displayed as given below.
You can see up to ten sent messages in the Outbox.

Figure 3.15 Outbox

To delete messages, click on the relevant message box and then click the [Delete] button.
To keep a message in the Depository, click the [Dep] button corresponding to the message.
To cancel a sent message, click the corresponding [Off] button of the message.

2.9.4 Depository

From the main page, select [Send MSG]→[Depository]. Then the <Depository> window will be displayed as given below.
You can view up to ten kept messages in the Depository.

Figure 3.16 Depository

To delete messages, click on the relevant message box and then click the [Delete] button.
To add a message to the Depository, input the message and click the [Add] button.
To modify a message, edit the message and click the corresponding [Mod] button.
To send a kept message to someone, click the corresponding [Msg] button.

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2.10 Answer Mode

This allows you to change the answer mode for intercom calls to your station.

From the main page, select the [Answer Mode] menu. Then the <Answer Mode> window will be displayed as given below. After selecting the required answer mode and the required executive answer mode, click the [Set] button.

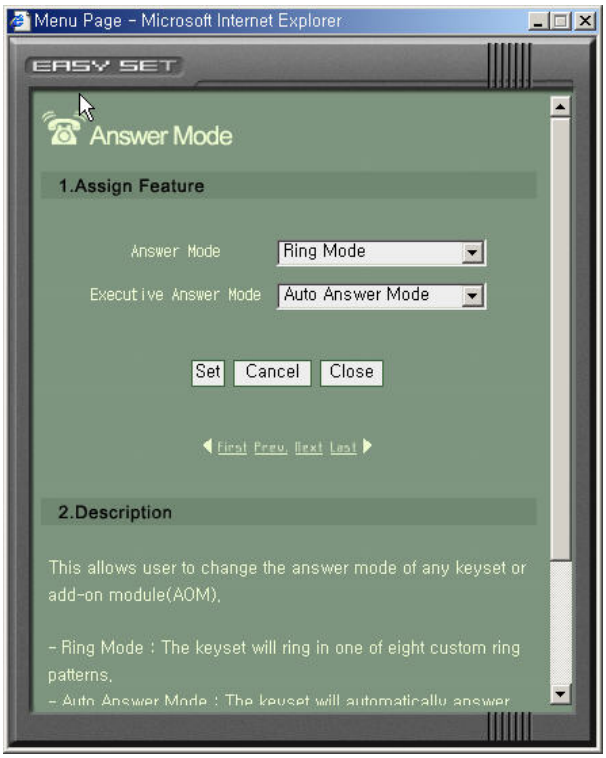

Figure 3.17 Answer Mode

The following options are available:

Answer Mode	Description
Ring Mode	The phone will ring in one of eight customisable ring patterns.
Auto Answer Mode	The phone will automatically answer calls on the speakerphone after giving a short attention tone.
Voice Announce Mode	The phone will not ring. After a short attention tone, callers can make an announcement but the ANS/RLS key or handset must be used to answer calls.

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2.11 Stn On/Off

This allows you to set any of the following station features:

From the main page, select the [Stn On/Off] menu. Then the <Station On/Off> window will be displayed as given below. After selecting the required assign features, click the [Set] button.

Figure 3.18 Station On/Off

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All the ‘assign features’ on the [Station On/Off] menu are listed in the table below with their corresponding descriptions.

Assign Feature	Description
AUTO HOLD	Automatically places an existing external call on hold if a CALL button, trunk key or trunk route key is pressed during that call.
AUTO TIMER	Automatically starts the stopwatch timer during an external call.
HEADSET USE	When on, this feature disables the hook switch, allowing a headset user to answer all calls by pressing the ANS/RLS button.
HOT KEYPAD	When on, this feature allows the user to dial numbers without having to first lift the handset or press the SPK button.
KEY TOUCH TONE	Allows you to hear a tone when pressing buttons on your station.
PAGE REJOIN	Allows you to hear the latter part of page announcements if you become free during a page.
RINGING PREFERENCE	When off, you must press the fast flashing button, after lifting the handset, to answer a ringing call.
CALL COST DISPLAY	When on, the cost of the call in progress will show in the upper right corner of the station display instead of the duration of the call.
AUTO CAMPON	When on, allows you to automatically camp on to busy stations by remaining off-hook, without needing to press a CAMP-ON key.
AME BGM	When on, allows you to hear background music(BGM) instead of your personal mailbox greeting that your callers hear when the Answer Machine Emulation is activated. This requires a Samsung Voicemail card and a BGM source programmed for your station.
AME PASSWORD	If this option is set to YES, you must enter your station password to set the Answer Machine Emulation on your station.
DISPLAY SPEED NAME	When on, the speed dial name associated with a speed dial number is displayed on your station’s LCD display when using the speed dial. Available only on iDCS500-L.
CID REVIEW ALL	When on, saves information on all calls that ring at an extension. When OFF, saves information only on calls that were not answered at the extension or by the voice mail. Available only on iDCS500 or OfficeServ-L systems.
SECURE OHVA	When on, an OHVA announcement from another station will only be heard when you are using the handset. When off, OHVA announcements will only be heard over the station speaker. Available only on the iDCS500 and OfficeServe-L systems.
STOP CID DISPLAY	When off, the Caller ID will be continued to be displayed after you answer an external call.
AUTO ANSWER TRUNK	Automatically answers an incoming external call.

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2.12 Volume

This allows you to set the volume and the ring tone heard at your station. You can use the Volume Up/Down buttons to vary the volume levels during a call.

From the main page, select the [Volume] menu. Then the <Station Volume> window will be displayed as given below. After selecting the required volume of each assign feature, click the [Set] button.

Figure 3.19 Station Volume

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All the ‘assign features’ on the [Station Volume] menu are listed in the table below with their corresponding descriptions.

Assign Feature	Description
RING VOLUME	This is the volume setting for the station ringer. There are eight volume levels : level 1 is the lowest and level 8 the highest.
OFF HOOK RING VOLUME	This is the volume of the alert tone that tells you there is a call camped on to your station. There are eight volume levels.
HANDSET RX VOLUME	This is the volume level received by you from the other party during conversations on the handset receiver. There are eight volume levels.
SPEAKER PHONE VOLUME	This is the volume level received by you from the other party during conversations on the station’s speaker. There are 16 volume levels: level 1 is the lowest and level 16 the highest.
BGM SPEAKER VOLUME	This is the volume of the background music heard over the station speaker when your station is idle and BGM is turned on. There are 16 volume levels.
PAGE SPEAKER VOLUME	This is the volume you will hear when an internal page call is made over the station speaker when your station is idle and the PAGE is turned on. There are 16 volume levels.
RING FREQUENCY	This is the ring tone heard at your station to alert you to incoming calls.

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2.13 Text Msg

This allows you to set or change text messages for use during an OHVA call to your station.
This feature must be enabled for you by the System Administrator.

The System Administrator can establish the internal stations in the ‘MMC611 TEXT MSG STN’.

From the main page, select the [Text Msg] menu. Then the <Text Message> window will be displayed as given below. After inputting a text message, click the [Set] button.
A maximum of 10 Text Messages are allowed per station. Each can be 16 characters long.

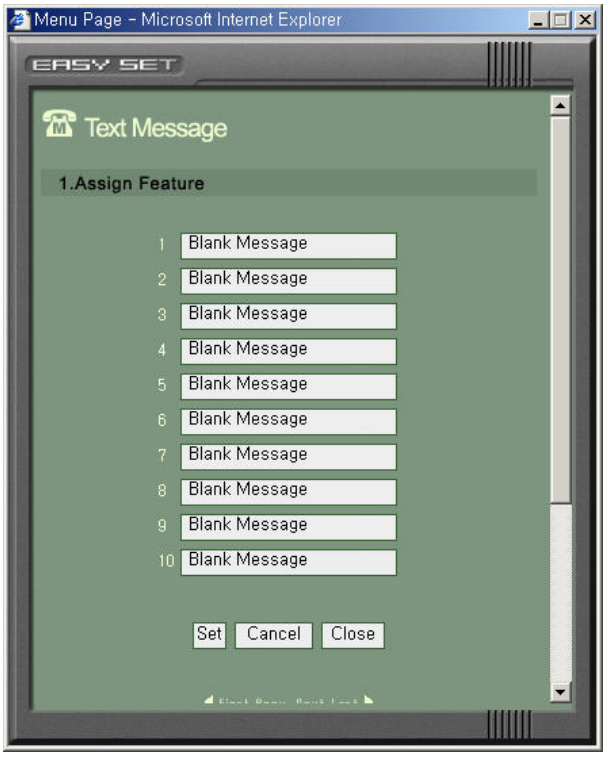

Figure 3.20 Text Message

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2.14 Conference

This allows you to set or change the dispatch conference groups.
Only users designated by your System Administrator can use this function.
The System Administrator can establish the internal stations in the 'MMC612 GRP CONF STN'.

Once programmed, you can establish a conference call with the available members of the group automatically. Refer to your Station User guide for details on how to make the group conference call.

From the main page, select the [Conference] menu. Then the <Conference Group> window will be displayed as given below.
Each group can have an associated 11 character name and up to 4 members.
You can have a maximum of 5 Conference Groups.

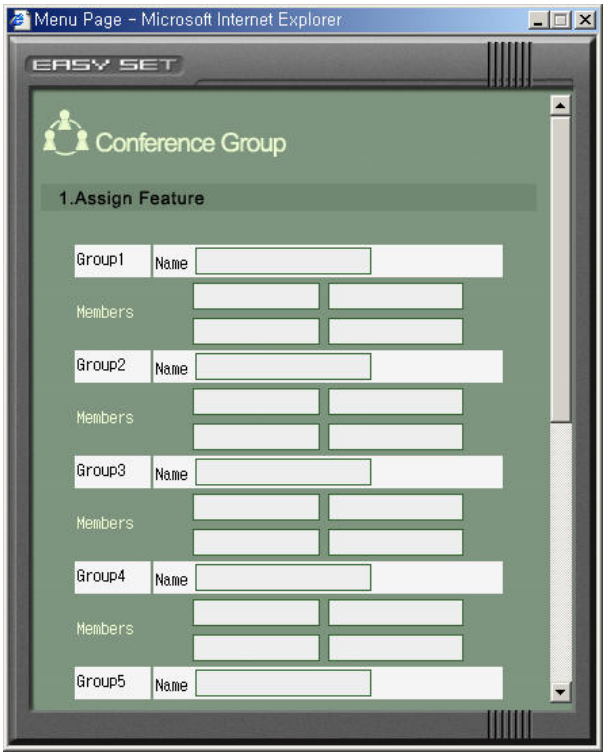

Figure 3.21 Conference Group

2.15 Caller ID

This allows you to set your preference for the way Caller ID is displayed on your station LCD.

From the main page, select the [Caller ID] menu. Then the <Station CID Display> window will be displayed as given below. After selecting one of the CID Display radio button options, click the [Set] button.

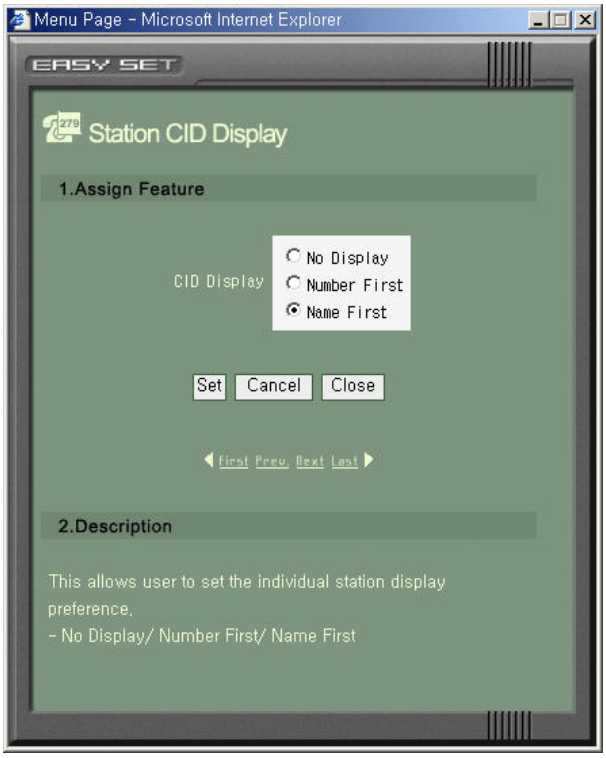

Figure 3.22 Station CID Display

Refer to your System Administrator to check whether the Caller ID is available on your system.

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2.16 LCD Display

If your station has a large LCD, this function allows you to set or change the LCD screen type in standby mode, and the way that it identifies the other stations programmed in the Programmable Features screen.

From the main page, select the [LCD Display] menu. Then the <Large LCD Display> window will be displayed as given below. After selecting the idle screen type and DSS key display radio buttons, click the [Set] button.

Figure 3.23 Large LCD Display

2.17 Language

This allows you to assign the language used on your station's LCD display.

From the main page, select the [Language] menu. Then the <Station Language> window will be displayed as given below. After selecting the required station language, click the [Set] button.

Figure 3.24 Station Language

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2.18 Exec State

If your station is designated a ‘Boss’ station this feature enables you to set or change your status or to set a reason for your absence.
Only a ‘Boss’ station user can program this function.
The System Administrator can establish the internal stations in the ‘MMC303 BOSS/SECT’

The state of each ‘Boss’ station is displayed in the Wallboard feature and is refreshed every minute.

From the main page, select the [Exec State] menu. Then the <Executive State> window will be displayed as given below. After selecting one of the options, click the [Set] button.

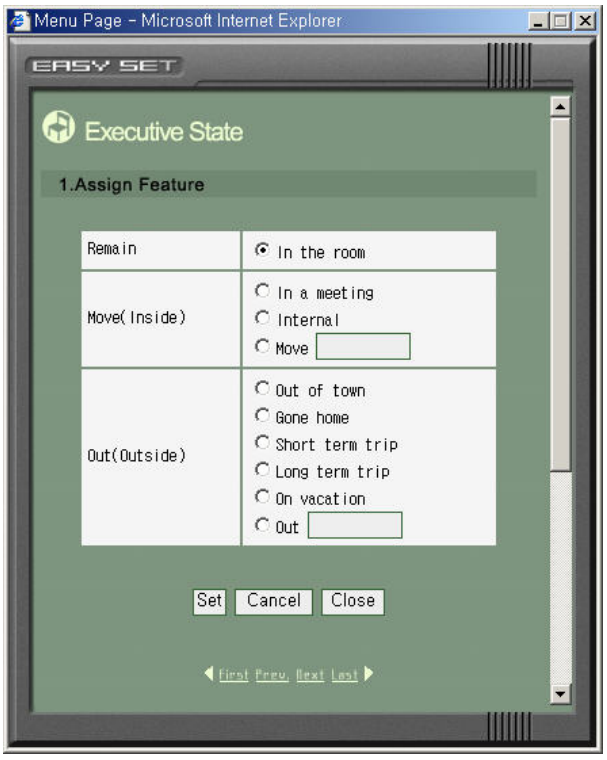

Figure 3.25 Executive State

2.19 Schedule

This allows you to set or modify scheduled events. A scheduled alarm will ring at your station based on the time set in the OfficeServ EasySet Server.

2.19.1 Add/Delete Schedule

From the main page, select the [Schedule] menu. Then the <Schedule> window will be displayed as given below.
A maximum of 10 scheduled items can be programmed.

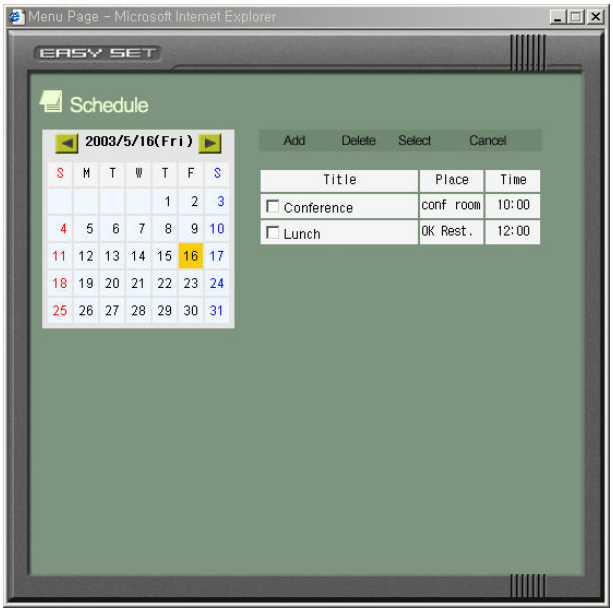

Figure 3.26 Schedule

You can:

- Add a schedule : Select a required date to add a schedule in and click the [Add] button.
- Delete a schedule : Check the checkbox for the schedule to be deleted and click the [Delete] button.
- View a schedule : Select the required date and click the Schedule Title to view the details.

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2.19.2 Edit a schedule

Edit a schedule : Select the required date and click the Schedule Title to view the details. After editing, click the [Save] button.

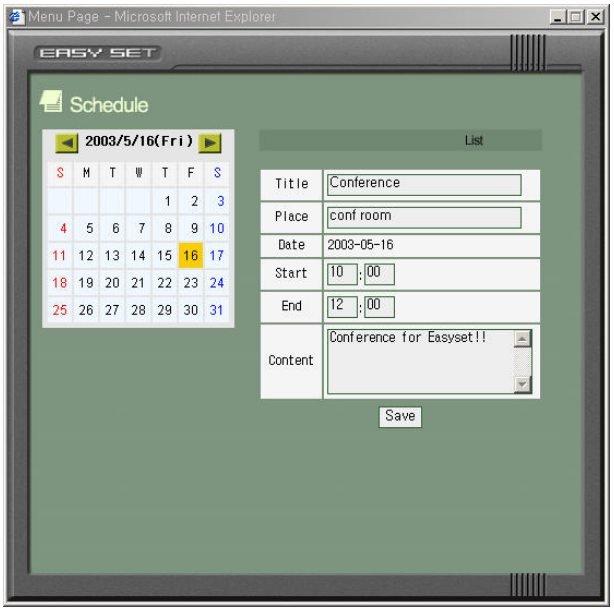

Figure 3.27 Schedule_Edit

2.20 Wallboard

This allows you to view the status of the designated Boss stations.
The function may not be programmed on your OfficeServ system. Please refer to your System Administrator.

From the main page, select the [Wallboard] menu. Then the <Wallboard> window will be displayed as given below.

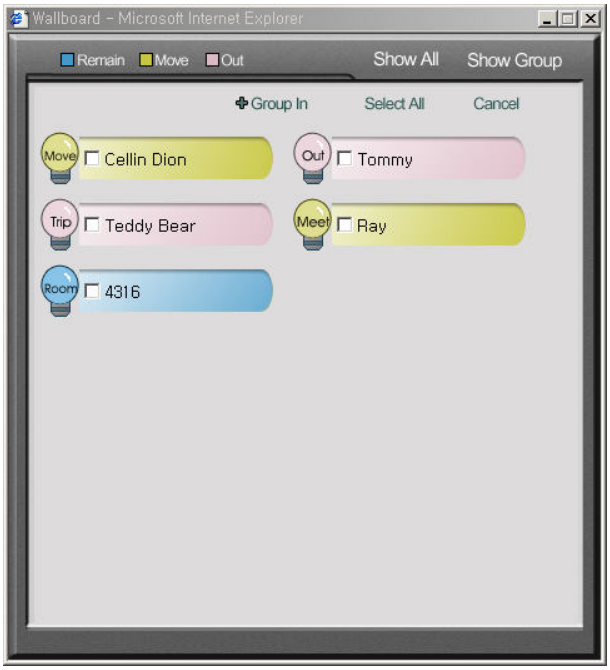

Figure 3.28 Wallboard

You may also remove or include ‘Boss’ stations viewed with this feature.
To remove a station from the viewed Boss group, click the [Show Group], then select the station you wish to remove and click Group.
To return the station to the Boss group click [Show All], then select the station to be added and click Group. This function is a view-only feature.

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2.21 Call Accounts

This allows you to view the details of your recent telephone calls, numbers, times, dates, durations, etc. Refer to your System Administrator to establish that this feature has been made available to you.

From the main page, select the [Call Accounts] menu. Then the <Call Accounts> window will be displayed as given below.
It displays incoming calls with 'In' and outgoing calls with ‘Out’.

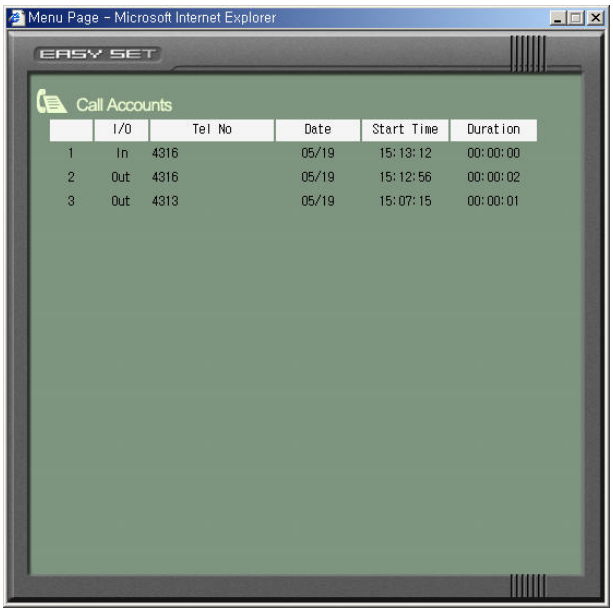

Figure 3.29 Call Accounts

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ANNEX A

FAQ

Q1) When I double click the EasySet icon on the desktop, the error message ‘Please change the Listening Port No’ is reported.

ANS) The Listening Port No that is connected to the web server OfficeServ EasySet was already executed. After clicking the right-hand mouse button on the Tray Icon, select the [Setting] menu. Change the value for the [Listening Port] field in the Packet Deliverer-Setting window.

Q2) When I access OfficeServ EasySet, the error message ‘Packet Deliverer has already run.’ is reported.

ANS) OfficeServ EasySet was already executed. You can see the Tray Icon of OfficeServ EasySet in the tray bar.

The Tray Icon of OfficeServ EasySet is connected to the system :
The Tray Icon of OfficeServ EasySet is not connected to the system :

Q3) When I access OfficeServ EasySet, the error message ‘Database file was not found.’ is reported.

ANS) Database files were moved or deleted. Database files being used in OfficeServ EasySet have to be in the setup folder.
If you cannot find the DB files, please repair or reinstall the OfficeServ EasySet program.

Q4) The [Connect System] menu from among the pop-up menus is not activated.

ANS) This is the state in which OfficeServ EasySet cannot connect to OfficeServ Link. Confirm that OfficeServ Link has been executed and connected to the system and confirm that the IP address of OfficeServ Link is correct in the [Setting] window from among the pop-up menus.

Q5) When I click [Connect System] and input a password, the error message 'Password is wrong. Please try again.' is reported.

ANS) You can find the password from the [EASYSET OPTION PSWD] option of [KeyMMC #841 SYS IP OPTN].

Q6) When I execute [Connect System], the error message 'Data download was failed. Please try again.' is reported.

ANS) It is an error that occurs when initial data is downloaded from the system. Confirm that the version of OfficeServ EasySet is able to run on your system if the state is preserved. OfficeServ EasySet is available on OfficeServ systems.

Q7) I accessed the web server of the OfficeServ EasySet at the IE browser and then an error message 'The page cannot be displayed.' was reported.

ANS) This is a state in which the web server does not operate normally. OfficeServ EasySet should be served with the IIS(Internet Information Server). Confirm that IIS is installed and activated.
If IIS is not installed then refer to the [installation of IIS] part of this manual. Or restart the IIS or restart the PC.

Q8) I logged into EasySet at the IE browser and then an error message 'Socket Connect Timeout' was reported.

ANS) This is a state in which the OfficeServ EasySet is not activated. You should execute the OfficeServ EasySet and connect to the system first.

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Q9) I logged into EasySet at the IE browser and then an error message ‘The request couldn’t be delivered to the system.’ was reported.

ANS) The connection between the system and OfficeServ EasySet was cut off. Confirm the connection states between the system and OfficeServ Link and between OfficeServ Link and OfficServ EasySet. Refer to [CHAPTER 4 Starting OfficeServ EasySet] of this manual for connecting.

Q10) I logged into EasySet at the IE browser for the first time and it is not a duplicate state, but an error message ‘[Login Duplicate] The other user logged in this station no.’ was reported.

ANS) Using the database files by web users has been limited by the security options. Refer to [Supplementary confirmation] of [CHAPTER 2 Installation of OfficeServ EasySet].

Q11) During using OfficeServ EasySet, an error message ‘It is not available to you, based on the Class Of Service allocated to your station.’ was reported.

ANS) Your phone was restricted by the Class Of Service(COS). Only the system administrator can change the COS.

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ABBREVIATION

C

CTI	Computer Telephony Integration

G

GUI	Graphical User Interface

I

IIS	Internet Information Server

L

LCD	Liquid Crystal Display

M

MMC	Man-Machine Code

O

OS	Operation System

P

PBX	Private Branch eXchange

T

TCP/IP	Transmission Control Protocol/Internet Protocol

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OfficeServ

EasySet User Guide

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